

<b>Job Description</b>		
<b>Position Title</b>	Appliance Inside Sales Consultant	
<b>Reports To</b>	Appliance Sales Manager	

### **Position Purpose**

The Appliance Inside Sales Consultant is a customer-focused sales professional responsible for guiding retail and trade customers through appliance selection, quoting, and order execution. This role supports both individual consumers and key trade partners—including builders, remodelers, and designers—by delivering expert product knowledge, accurate estimates, and proactive project coordination to ensure a seamless experience from sale through installation.

### **Essential Duties and Responsibilities**

- Greet customers warmly and ascertain their appliance needs.
- Consult with retail and trade customers to assess appliance needs, project requirements, and budgets.
- Provide expert product recommendations, specifications, and comparisons across multiple manufacturers.
- Prepare accurate quotes and estimates for residential customers, custom homes, and multi-family projects.
- Manage assigned builder, remodeler, and designer accounts, ensuring timely communication and follow-through.
- Coordinate with Operations to schedule deliveries, installations, and service calls.
- Proactively follow up on open orders, backorders, and project timelines
- Maintain showroom displays, pricing materials, and product information.
- Identify opportunities to upsell complementary products and services.
- Participate in ongoing manufacturer and product training.
- Help market old inventory to effectively list, market and sell.

### **Required Qualifications**

- Previous appliance or related inside sales experience with demonstrated results
- Strong consultative selling and customer service skills
- Ability to manage multiple orders and projects simultaneously with high accuracy
- Excellent written and verbal communication skills
- Proficiency with Microsoft Office (Word, Excel); CRM or ERP experience a plus

### **Preferred Qualifications**

- Associate’s degree or higher
- Experience working with builders, designers, or construction professionals
- Familiarity with appliance specifications, installation requirements, and project timelines

### **Why Work for DDI?**

At DDI, we believe success starts with our people. We foster a culture built on **camaraderie**, where teamwork and mutual respect drive exceptional outcomes. Our commitment to **excellence** means we deliver the right product at the right time, continuously improving to stay ahead of the competition. Guided by **the collective good**, we prioritize long-term relationships and shared success—because when our customers win, we all win.